Houston METRO Response to Hurricane Harvey
Emergency Operations – METRO EOC Planning & Managing
Mitigation Measures – Major $6M+ Mitigation Effort
METRO Bus Services Converted to Emergency Evacuation
Public Life Safety

Major Sheltering Facilities - Harvey
High Water Vehicle
Damage Assessments for Recovery of Capital Assets

- Buses
- Non-Revenue Vehicles
- Bus Operating Facilities
- Park & Ride Facilities
- Bus Transit Centers / Shelters
- HOV / HOT Lanes
- Rail Infrastructure
- Rail Transit Centers
- Rail Station Platforms
Bus Total Loss - $700,000 Nova
Bus Total Loss - $700,000 Nova
Townsen P&R
Townsen Park & Ride on August 29, 2017
# Agency After Action Review

## STRENGTHS

- Communication
  - Employees
  - Customers
  - Regional Partners
  - Multilingual
- Asset Relocation (buses)
- High Water Vehicles
- Service Recovery Contracts in Place
- HISD Buses

## AREAS OF IMPROVEMENT

- Service Suspension Criteria
- Tier 1 Employee Pre-storm Scheduling
- METRO EOC Equipment
- Staff at the Houston Emergency Center (HEC)
- Food Vendors for Tier 1 Employees
- Web EOC
- Resource Management System (Evacuation)
- High Water Vehicle Equipment
Federal Recovery Assistance
Thank you!